



U. S. General Services Administration

# ABCs of Freight Management



Garden Grove (Anaheim), California  
February 22-23, 2006

# T&T MISSION

The Travel & Transportation Management Division (T&T) will provide and manage competitive travel and transportation services and solutions, at best value, to enable Federal agencies to accomplish their missions

# T M S S

IS THE FIRST COMPREHENSIVE  
ONLINE FREIGHT AND  
HOUSEHOLD TRANSPORTATION  
MANAGEMENT SYSTEM DESIGNED  
EXCLUSIVELY FOR FEDERAL  
CIVILIAN AGENCIES.

# T M S S - BACKGROUND

Through fiscal year 1994, the transportation management function of GSA was funded by appropriation. For fiscal year 1995 and beyond, Congress determined that certain GSA functions, including the transportation management function, should no longer be funded by direct appropriation, but rather through reimbursement from Federal activities using GSA services. GSA's fiscal year 1995 appropriation bill was enacted without any appropriation to support transportation management functions. Accordingly, GSA began charging for freight and household goods services.

# GSA FREIGHT MANAGEMENT PROGRAM (FMP) TODAY - OVERVIEW

- Based on Standard Tender of Service
- Closed Van Less-than-Truckload/Truckload
- Request for Offers (RFOs)
- TMSS, General/Standing Route Order Rates
- Specialized Services/One-Time-Only Rates
- Regionally-Aligned Customer Service
- FMP benefits

# GSA FREIGHT MANAGEMENT PROGRAM (FMP) TODAY - OVERVIEW

## STANDARD TENDER OF SERVICE

- ❖ GSA General Freight STOS No. 1-F  
Establishes TSP approval requirements, solicitation, submission of rate offers, performance requirements, service standards, and none use procedures
- ❖ GSA National Rules Tender No. 100-D  
Replaces all TSP and bureau rules and tariffs
- ❖ GSA Baseline Rate Publication NO. 1000-D  
Replaces all TSP and bureau Line-haul Tariffs

# REQUEST FOR OFFERS (RFOs)

- ❖ Two electronic RFOs annually
- ❖ Over 900 approved freight TSPs and rate filing service providers submit rates into TMSS
- ❖ Must be a participating agency with a Transportation Services Agreement (TSA) to take advantage of FMP

# REQUEST FOR OFFERS (RFOs)

- ❖ Freight All Kind (FAK) shipments via closed van for LTL/TL
- ❖ General rate offers apply to all agencies under a funding agreement
- ❖ Standing Route Orders (SROs) are set up for agencies requiring specialized services/rates



# FREIGHT CLAIMS

## ❖ Loss & Damage Claims

- Settled in accordance with 49 CFR part 1005
  - Customer files Claim
  - TSP acknowledges claim with 30 days
  - TSP settles claim within 120 days from receipt

## ❖ GSA's Standard Tender of Service Section 5-3

- Applied to the Origin TSP
- Customer Notification

## ❖ GSA Provides Assistance in Dispute Resolution

# Overview of TMSS

- End-to-end transportation management solution
- Secure, web-based and user-friendly
- Compare costs & book shipments on-line
- Create electronic bill of lading
- Track shipments and get proof of delivery
- Pay bills, IFF and resolve claims
- Create enhanced management reports
- Comply with 41 CFR 102-118 requirement

# 41 CFR 102-118.60

§ 102–118.60 To what extent must my agency use **electronic commerce**?

Your agency **must** use electronic commerce in all areas of your transportation program. This includes the use of electronic systems and forms for ordering, receiving bills and paying for transportation and transportation services.

# BENEFIT OF TMSS

- AVERAGE SAVINGS OF 45% OFF COMMERCIAL RATES
- AFFORDABLE
- SIMPLIFIES AND REDUCES MANUAL PROCESSES
- REDUCES PAPERWORK AND PHONE CALLS
- GENERATES USEFUL REPORTS
- OFFERS A COMPLETE AUDIT TRAIL
- IMPROVES COMMUNICATIONS

TMSS Login - Microsoft Internet Explorer

FileEditViewFavoritesToolsHelp

Back

Search

Favorites

Media

Addresshttp://moveit.gsa.gov/tmss/tmss/Go






GoogleSearch WebAutoFillOptions

GSA

U.S. General Services Administration

GSA Home

Transportation Management Services Solution (TMSS)



Click On Help For Log On Instructions

Please Enter your User Id & Password to Login

TMSS Booking Module and Electronic Bill of Lading Module Now Available  
(see "What's New?") for additional information.

WELCOME TO TMSS!

Transportation Management Services Solution (TMSS) is the first comprehensive online freight and household goods transportation management system designed exclusively for federal civilian agencies, for federal civilian agency representatives and transportation service providers doing business with GSA, contact us on our toll free number 1-866-MOVEGSA or [gsamovehelp@gsa.gov](mailto:gsamovehelp@gsa.gov). Don't forget to bookmark us at [www.moveit.gsa.gov](http://www.moveit.gsa.gov).

TMSS - SIGNIFICANT SAVINGS, MORE VALUE!

TMSS provides access to GSA's highly competitive transportation rates via the Freight Management Program (FMP) and Centralized Household Goods Traffic Management Program (CHAMP).

Freight Management Program (FMP)

- Average Savings - 45% off Commercial Rates
- Strict TSP approval process
- Over 800 TSPs - large and small

Centralized Household Goods Traffic Management Program (CHAMP)

- Average Savings - 52% off Commercial Rates
- Strict TSP approval process
- Over 250 TSPs

NOTE TO CUSTOMERS. If you were not a user of TMSS please click to "New Federal Customer? Click Here to Register" (located on this home page). If you previously used TMSS please enter your TMSS userid and password for your first login. All subsequent logins will require you to use the TMSS assigned userid and your personally selected password. Each user who accesses TMSS is required to have their own userid and password.

NOTE TO TRANSPORTATION SERVICE PROVIDERS (TSPs). If you are logging into TMSS for the first time, you are required to use your previously assigned TMSS userid and password. All GSA approved TSPs were assigned an TMSS userid and password. If you do not know your userid or password, contact GSA toll free at 1-866-MOVE-GSA with your Standard Carrier Alpha Code (SCAC). If you login to TMSS, you will be required to create a new TMSS password. TMSS will notify you of your new userid via email. All subsequent TMSS logins will require you to use your new userid and password. If you are not an approved GSA TSP, contact GSA toll free at 1-866-MOVEGSA.

Click Here For Agency Freight Agreement

Click To Review GSA Transportation Programs & Offerings

About TMSSFAQsContact UsBrowser InfoTrainingTest VolunteersAgency Freight Agreement

more features, Longer flexibility, Increased...

Help

User ID

Password  
(Leave set to live)

Go

Forgot Password?  
Enter User ID and click here

New Federal Customer?  
Click here to Register

What's New?

adelphia 2005

AUSA & GSA  
Household Goods  
and Freight Forum

Registration

★ Offerings

Transportation  
Management

## Agency Freight Agreement

Dear Federal Customer,

GSA has implemented new changes to the Freight Management Program. To enhance our customer service, you may be reassigned to a new zone account manager more closely located in your geographic area. This change will help GSA to better assist you in all facets of training to include the functionality of our new Transportation Management Services Solution (TMSS) system. Zone offices more closely located to our customers encourages strong partnerships and alliances. As a part of our new initiatives, we will update all of the Requisition for Services Agreements (RSA) on file and replace them with a Transportation Services Agreement (TSA) to assure the accuracy of office and email addresses, financial information for billing purposes, and the contact person for quarterly billings. New customers are encouraged to contact their GSA zone account manager designated by state, and then send the completed TSA to their zone account manager. The appropriate zone office will contact existing customers to replace the current RSA with an updated TSA.

For more information, please contact our Region 4, Atlanta, Georgia office at 404 331-5121. As always, thanks for using GSA Travel and Transportation Management.

[Transportation Services Agreement](#)  
[National Account Managers](#)





## TMSS Training Schedule

**THIS TRAINING IS OFFERED AT NO COST TO THE ENROLLEE**

Periodic TMSS training offerings are listed here, however training can be requested from any of our regional offices. You may contact any one of our regional offices to request training if the listed offerings are not convenient for you. Central Office, Arlington VA: 703-605-2890; Region 3, Washington DC: 202-619-8956; Region 4, Atlanta GA: 404-331-3133; Region 6, Kansas City MO: 816-823-3646; Region 9, San Francisco CA: 415-522-2845.

City	Date(s)	For (Complete Shipment Module will be included)	Click link below to view details
Arlington, VA	Nov 1 & 8, 2005	Transportation Service Providers (Freight)	<a href="#">View details</a>
Arlington, VA	Nov 2 & 9, 2005	Federal Civilian Agencies	<a href="#">View details</a>
Arlington, VA	Nov 3 & 10, 2005	Transportation Service Providers (Household Goods)	<a href="#">View details</a>
Arlington, VA	Dec 6 & 20, 2005	Transportation Service Providers (Freight)	<a href="#">View details</a>
Arlington, VA	Dec 7 & 21, 2005	Federal Civilian Agencies	<a href="#">View details</a>
Arlington, VA	Dec 8 & 22, 2005	Transportation Service Providers (Household Goods)	<a href="#">View details</a>

HHG Online Training Guide



Freight Online Training Guide



- Dear Federal Customer Agency:
- For several years, the General Services Administration (GSA) has offered all Federal agencies a proven standardized and cost-effective transportation service. These services in the general freight arena include: publishing and maintaining the GSA Standard Tender of Service (STOS), tailored requirements, reduced rates and services, automated services, specialized services, representation, and most recently the use of GSA's Transportation Management Services Solution (TMSS) system.
- Since 1995, Congressional funding changes have forced GSA to offer transportation services on a reimbursable basis to cover expenses. Since GSA must recover administrative management costs for these services, GSA no longer provides these and other freight services at no cost. The re-issuance of the STOS and any rate solicitations will benefit only those Federal customer agencies that have agreed to pay GSA for the transportation services identified above.
- Agencies that do not enter into funding agreements are not authorized to use GSA transportation services. These agencies will be required to solicit their own freight transportation services, negotiate for discounted rates (GSA rates are invariably lower due to volume discounts), and allocate resources to pursue legal recourse in the event of conflicts with TSPs. No other agency tenders may be used by your agency. Under the terms of the Transportation Regulatory Act of 1994, and further changes with the sun setting of the Interstate Commerce Commission, freight transportation service providers (TSPs) are free to offer shippers any rates and services they choose. Consequently, agencies not presently party to a funding agreement with GSA have two alternatives:
  - First, non-participating agencies will need to develop their own statement of work, conduct negotiations with individual TSPs, establish fair and reasonable acceptance criteria, and have in place resources to pursue and resolve conflicts with TSPs at various adjudicative forums.
  - Second, agencies may enter into a funding agreement and be a party to GSA's Freight Management Program (FMP), which includes the STOS, individualized tenders, Transportation Management Services Solution (TMSS), and other transportation-related solutions.
- If you would like to subscribe to the FMP or need additional information about our industrial funding program, please contact us at 404-331-3133.
- Sincerely,
- Jessie Hodges
- Zone Director, Travel and Transportation Management Division (4FBT)



# TMSS - ACCEPTANCE

- Notification via e-mail
  - Notification when new customer has registered
  - Notify new customer user on approval
  - Notify new customer user on rejection
  - User forgets a password and requests resetting
  - Notify customer on change/resetting of password

# NEW CUSTOMER REGISTRATION E-MAIL NOTIFICATION

Dear Mr. Stroup,  
Welcome to GSA's Transportation Management Services Solution (TMSS).  
Following are the details of your new account.

Your Userid is : AB2005GSA

Please contact your Group Administrator to obtain your default password.  
To change your password, log in to the GSA-TMSS website with  
URL <http://www.moveit.gsa.gov/>. After you log in, you can change your  
password by using the Account Info link.

We hope you enjoy the services provided by TMSS.

- GSA TMSS Team

This e-mail has been generated by an automated email system.  
Please do not reply.

Technical Support Assistance:

1 (866) MOVEGSA

1 (866) 668-3472

[gsamovehelp@gsa.gov](mailto:gsamovehelp@gsa.gov)

# NOTIFICATION (Cont.)

You should have received an e-mail with your User ID to access the Transportation Management Services Solution (TMSS) system. If you have not please contact me.

I also setup you Mr. Stroup as the Group Administrator with full TSP access rights. Mr. Stroup, you will need to sign in and assign additional access rights, if needed.

You can access TMSS at the following website: <http://www.moveit.gsa.gov> with the user id and generic password of "\_\_\_\_\_". Once in the system you will be requested to update your password.

TMSS training is available throughout the year, for training dates and locations select the link "Training" from the [moveit.gsa.gov](http://www.moveit.gsa.gov) website.

You should sign up to our e-mail notification server for Freight Management Program updates. The sign up can be found at our website <http://www.gsa.gov/transportation> once there follow the link "E-mail Notifications".

Let me know if you need any assistance.

# Bills of Lading

- Annotation on Bills of Lading of a rate offer number accepted in accordance with an RFO for electronic filings distributed by the Freight Management Program Office binds the offering carrier to:
  - Terms and Conditions of the STOS
  - Terms and Conditions of the BL
  - Terms and Conditions of the Uniform Tender of Rates &/or Charges for Transportation Services

# SPECIALIZED SERVICES

Electronic tenders (OF-280) based on GSA  
STOS as of April 2003

- Flatbed, step deck, refrigerated van, etc.
- Car transportation (drive away & truck away)
- Office relocations
- 2<sup>nd</sup> & 3<sup>rd</sup> proviso
- International
- Dedicated truckloads

# TOP 12 CUSTOMERS IN TERMS OF FY04 BUSINESS VOLUME

- FEMA
- US Mint
- US Coast Guard
- US Postal Service
- GSA Global Supply
- Department of State
- Federal Prison Industries
- Government Printing Office
- National Archives & Records
- Federal Correctional Institute
- Social Security Administration
- Federal Aviation Administration

# FMP BENEFITS

- Access to TMSS & compliance with CFR
- Uniform terms and conditions
- Competitive rates
- Full value cargo coverage
- TSP approval process
- Expert operational assistance & training
- Pay as you go

# WHERE TO FIND MORE INFORMATION

- [www.gsa.gov/transportation](http://www.gsa.gov/transportation) (Homepage)
- [www.moveit.gsa.gov](http://www.moveit.gsa.gov) (TMSS)
- GSA Customer Service Offices



# REVIEW

- Question

- Do agencies have to use all features in TMSS to use GSA Tender of Service (TOS) rates.

- Answer

- True
  - False

# REVIEW

## ■ Question

- Only participating agencies may use TMSS for cost comparisons, booking shipments, and creating e-bills of lading which the Office of Governmentwide Policy has approved.

## ■ Answer

- True
- False

# TMSS

- Question
  - Does TMSS offer the ability for me to view all actions taken on my freight shipments.
- True
- False

# ACRONYMS

- BL - Bill of Lading
- CSI - Customer Satisfaction Index
- DRN - Document Reference Number
- FAK - Freight All Kinds
- FMP - Freight Management Program
- FSS - Federal Supply Service
- IFF - Industrial Funding Fee
- ITMS - Interagency Transportation Management System
- LTL - Less Than Truckload
- GA - Group Administrator
- GSA - General Services Administration
- NAMP - National Account Manager Program

# ACRONYMS

- PMO - Program Management Office
- RFO - Request for Offers
- RFS - Request for Service
- RFSP - Rate Filing Service Provider
- SA - System Administrator
- SCAC - Standard Carrier Alpha Code
- STOS - Standard Tender of Service
- TL - Truckload
- TMSS - Transportation Management Services Solution
- TOS - Tender of Service
- TSP - Transportation Service Provider
- WMS - Warehouse Management System

